



# Case Management Interview

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# Generalist Intervention Model

## Engagement

- Substantively and effectively prepare for action with IFGOC
- Use empathy and other interpersonal skills
- Develop a mutually agreed-on focus of work and desired outcomes

## Assessment

- Collect, organize, and interpret client data
- Assess client strengths and limitations
- Develop mutually agreed-on intervention goals and objectives
- Select appropriate intervention strategies

## Intervention

- Initiate actions to achieve organizational goals
- Implement prevention interventions that enhance client capacities
- Help clients resolve problems
- Negotiate, mediate, and advocate for clients
- Facilitate transitions and endings

## Evaluation

- Critically analyze, monitor, and evaluate interventions

Engagement

Assessment

Planning

Implementation

Evaluation

Termination

Follow-up

# The Practical Wheel

– Planning



# Summary of the Client

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- Client is Rodger Smith
- Mr. Smith is a 35-year-old man married with 4 children
- About a month ago he lost his 9-year-old daughter to Leukemia
- Client is meeting because he is grieving the loss of his daughter
- Needs help with reintegrating himself with this loss and was referred to me by medical social worker
- Is depressed and unmotivated to even get out and go to work
- Says he usually just sits around all day

# ACES/Risk Factors

- Emotionally abused by parents, specifically by step mother
- Came from a poor family
- Alcoholic father

- Wife does not give him emotional support that he needs.
- Currently in a depressed state
- In grieving process





# Resilience

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- Spiritual and attends a non-denominational church
- He talks to his grandmother and best friend often
- Uses his musical talent to cope with the loss of his daughter
- Has recreated shared memories with his daughter with other step-children
- Created a slide show of his favorite moments with daughter



# 3 minute Clip

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Featuring Mr. Smith

[26:19-29:18](#)



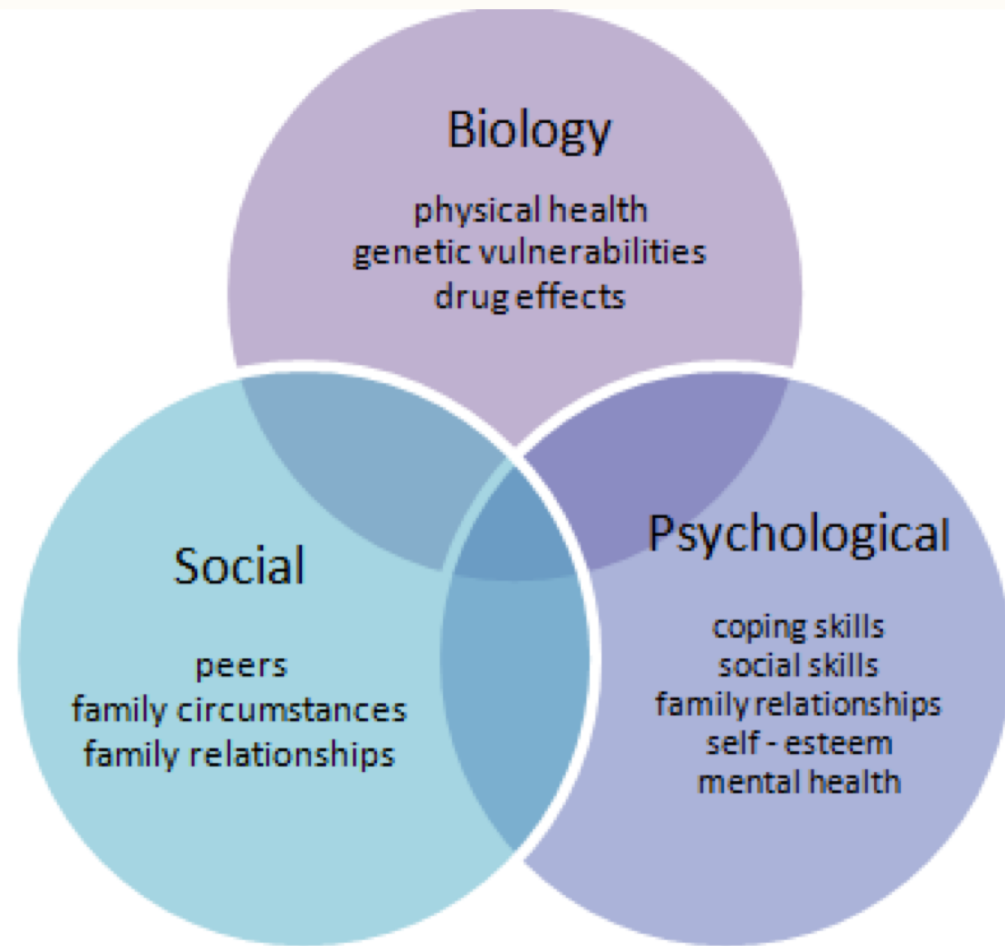
# My experience with client

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- First, client came in stating he was still depressed about the loss of his daughter, however he has a positive outlook of the future without her.
- Throughout the session I caught on healthy coping techniques my client has implemented and encouraged his actions. Such as his use of creating music, talking with support systems, and attending church.
- He was still very hesitant with returning to work.
- Did not want to push client, I did a lot of active listening !!

# Assessment/Plan

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- Mental Health
- Medical History
- Family History
- Abuse History
- Drug/Alcohol Assessment
- Suicidal/Homicidal Ideation
- Employment
- Spiritual/Religious Affiliation
- Social/support systems
- **Implemented SMART goal**





# Intervention/Research

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## **Client was in a grieving process.**

According to the Kubler-Ross Grief Cycle, would be in the 4<sup>th</sup> and 5<sup>th</sup> stage of the grief cycle.

- 4<sup>th</sup> Depression: This stage is characterized by feelings of sadness and regret, fear, uncertainty, etc. This is an indication that the person has at least begun to accept the reality of the loss.
- 5<sup>th</sup> Acceptance: This stage symbolizes emotional detachment and objectivity. The grieving individual is beginning to come to terms with their loss. The bereaved make an effort to move on with life.

## Motivation and the Stages of Change pg. 253

- The stage model involves five phases
- Client is in phases 3 and 4
- 3<sup>rd</sup> Preparation: clients gather information and identify areas for change (ex: going to work, attending step children)
- 4<sup>th</sup> Action: Clients begin taking focused action to alter their situation or responses to situation (SMART Goal)

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- Refer my client to **Psychological counseling**

Several therapeutic recommendations are included in the literature according to the type of grief (Currier et al., 2008; Wittouck et al., 2011): (a) formal and/or structured interventions are **not** recommended for normal grieving processes; (b) it is important to perform regular monitoring of people who are at risk of grief, providing emotional support and individually assessing the need for specific and structured psychotherapies; and (c) it is recommended that people who have complicated grief are referred to specialized services for specific and structured interventions (García & Landa, 2015).

## Recommendations



“In regard to care during bereavement following a loss, we can distinguish different levels of intervention: accompaniment, **psychological counseling** and grief therapy. “



# References

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